

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Unemployment Insurance Claims Examiner

Class Code: 20112

Pay Grade: GD

A. Purpose:

Processes and examines routine initial, additional, reopened, and continued unemployment insurance claims to determine whether a claim should be paid and the actual benefit amount.

B. Distinguishing Feature:

Unemployment Insurance Claims Examiners make only routine monetary determinations and determinations to pay or deny individual weekly claims and refer claims, other than layoffs, to Senior Unemployment Insurance Claims Examiners and Unemployment Insurance Claims Specialists.

Senior Unemployment Insurance Claims Examiners make both routine and complex monetary determinations and non-monetary eligibility determinations which require additional fact-finding and investigation.

Unemployment Insurance Claims Specialists make non-monetary eligibility determinations which require significant fact-finding and investigation and may review monetary determinations to identify and resolve accuracy issues relating to initial intra-state monetary determinations to resolve discrepancies and determine whether a claimant is eligible for benefits.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Reviews or examines all unemployment insurance weekly claims to ensure completion and accuracy.
 - a. Reviews claims to determine if all information is provided.
 - b. Approves or denies payment of weekly claims.
 - c. Refers non-laid off or claims with issues to Senior Unemployment Insurance Claims Examiner or an Unemployment Insurance Claims Specialist.
 - d. Sends incomplete claims back to claimant to complete information.
 - e. Reviews computer work sheet which displays recent changes in eligibility status and adjusts payment or denial of weekly claims accordingly.
2. Processes monetary re-determinations on an initial claim after issues of questionable or missing wages have been resolved to ensure information is entered into the computer to correctly pay or deny a claim.
 - a. Reviews employer's records to determine if a mistake was due to an encoding error.
 - b. Refers questionable or missing information in employer's records to the Tax Unit for investigation.
 - c. Amends notice of benefits to the claimant and notice of benefit claims to employers after the Tax Unit provides needed information on wages for base period employers.
3. Verifies requests for reimbursement from other states to ensure that all monetary obligations are met.
 - a. Checks requests for wage transfers (form IB-4) from other states for possible South Dakota claims and for overpayment.

- b. Enters all information on ledger cards.
 - c. Sends South Dakota wages to other state.
 - d. Verifies wages coming from other state as correct and uses those wages to amend or approve benefits.
- 4. Compiles quarterly billings and mails to other states to comply with Interstate Agreement on Combined Wage Claims and to ensure South Dakota is reimbursed from other states.
 - 5. Answers questions from claimants and employers to explain procedures, disqualification's, and appeals process.
 - 6. Performs other work as assigned.

D. Reporting Relationships:

Typically reports to a Labor Program Administrator or Labor Program Specialist. Does not supervise, but may assist in training new employees.

E. Challenges and Problems:

Challenged to be knowledgeable in all areas of unemployment insurance laws and procedures, which is difficult because the laws and procedures are always changing and expanding.

A typical problem would be monetary claims and non-monetary issues that have to be referred to field service, Senior Unemployment Insurance Claims Examiners, or Unemployment Insurance Specialists for investigation and determination.

F. Decision-making Authority:

Decisions include re-determination of eligibility amounts, the request for additional or correct information from employers or from other states, and eligibility for layoff claims.

Decisions referred are problems with active claims in other states, dealing with states who fail to supply requested information, referring claims to field service for further investigation of the claimant's wage history, and payment denials that affect more than one week.

G. Contact with Others:

Daily contact with claimants, employers, file room, claims specialists, and with other states regarding unemployment insurance claims. Frequent contact with field service investigators and the overpayment and fraud units to receive directions on standards.

H. Working Conditions:

Works in a typical office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- appropriate unemployment insurance regulations and office procedures;
- basic arithmetic.

Ability to

- work accurately with numbers;
- apply rules and regulations to the work performed;
- deal tactfully with others;
- communicate information clearly and concisely;
- deal with people in an impartial manner;
- form sensible conclusions based upon relevant information;
- follow instructions;
- operate computer, calculator, and other office machines.